GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:4540
ANSWERED ON:08.05.2007
ISSUANCE OF GUIDELINES BY DELHI POLICE
Barad Shri Jashubhai Dhanabhai

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Delhi Police has issued various guidelines to ensure better safety for women working in shifts;

(b) if so, the details thereof;

(c) whether the Union Government has any proposals to issue such guidelines in other metropolitan cities; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI S. REGUPATHY)
(a) & (b): Delhi Police has issued detailed instructions for the safety and security of women employees working in night shifts in call centres and BPO (Business Promotion Outsourcing) sector as indicated below:

(i) All the Deputy Commissioners of Police in charge of Districts Police Control Room should ensure that all the routes leading to Call Centers/BPOs are adequately covered by patrolling by PCR Vans, Motor Cycles and Police Pickets.

(ii) They should hold meetings with Chief Executives of Call Centers/BPO and advise them to ensure that at no point of time a single lady is allowed to travel in a vehicle;

(iii) There should be at least one security personnel from the BPO/Call Center in every vehicle.

(iv) Lady employees should be picked up and dropped at their doorsteps.

(v) The Chief Executive of Call Centers/BPOs should direct drivers to use only prominent routes and not to take short cuts.

(vi) It has been found that drivers of these vehicles are also indulging in making money by picking the passengers en-route during odd hours. This can lead to car jacking. They should be sensitized in this regard.
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(vii) Verification of character and antecedents of drivers working with BPOs/Call Centres should be done with the help of the local police as early as possible.

(viii) The Chief Executives of Call Centers/BPOs should ensure that no driver indulges in reckless and negligent driving.

(ix) It should be ensured that all vehicles engaged with Call Centres/BPOs are fitted with Walkie-Talkie sets.

(x) Traffic police may deploy Speed Radar Guns at night-time to check/prosecute over speeding vehicles.

(xi) The details of vehicles i.e. number and make, name and address of the owner/drivers, their mobile/telephone numbers and the officer concerned who is controlling the transportation of employees in BPOs/Call Centres be obtained and their antecedent be verified.

(xii) Do's/Don'ts be circulated to all the Call Centres/BPOs/Airlines, Educational Institutes where female staff are deployed in evening/night shifts and they may be directed to paste it in each and every vehicle.

(xiii) Drivers of Call centers/BPOs should carry their identity cards issued by their employers.

(xiv) Both Transport Managers and Transporters should maintain record/details about pick ups, drops, Mobile Number of drivers, transport manger and transporters.

(xv) All the cabs should display the Emergency Number i.e. 100-Police Control Room, 1091-Women police help line, Transport Manager of the company, Delhi Traffic Police/SMS No. 6565 etc.

(xvi) Regular meeting should be held with the representatives of call centers/BPOs, Transporters, Women employees.

(c) & (d): Law and order and police being State subjects, there is no proposal under consideration of the Union Government to issue any such guidelines for other metropolitan cities.